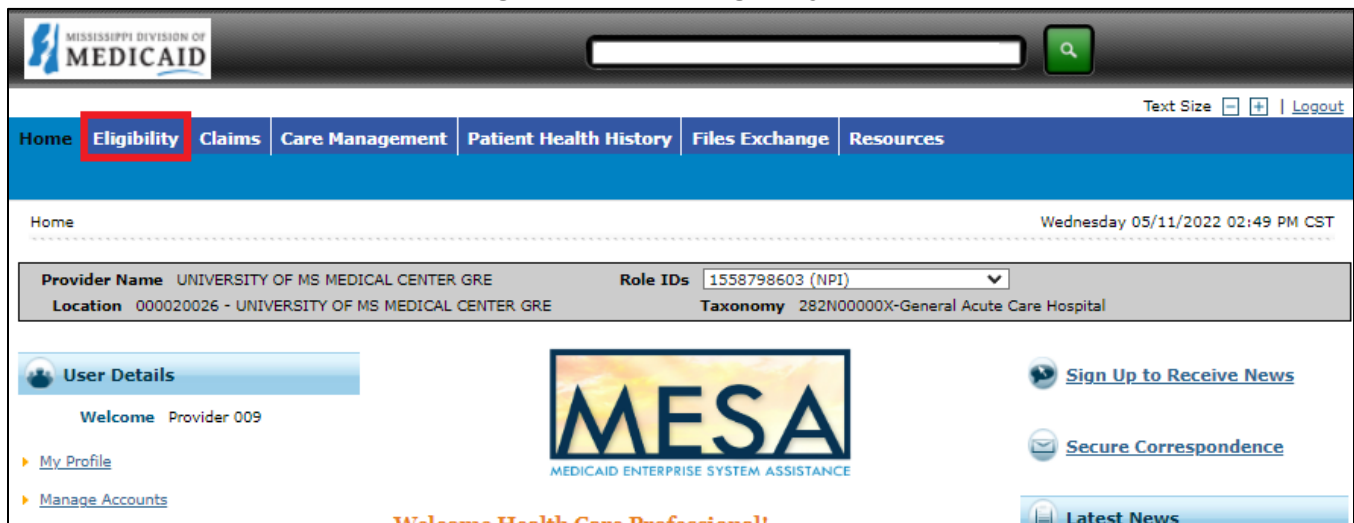# Job Aid

Create a Newborn Enrollment in the Provider Portal

Before you begin testing the newborn enrollment, you must go into the provider portal and create applications to test. You will need a hospital provider portal account, a member ID, and a provider ID for the delivering physician to complete the form.

Complete the following steps to record a newborn application:

1. Log into the portal with a test account and select the **Eligibility** tab.
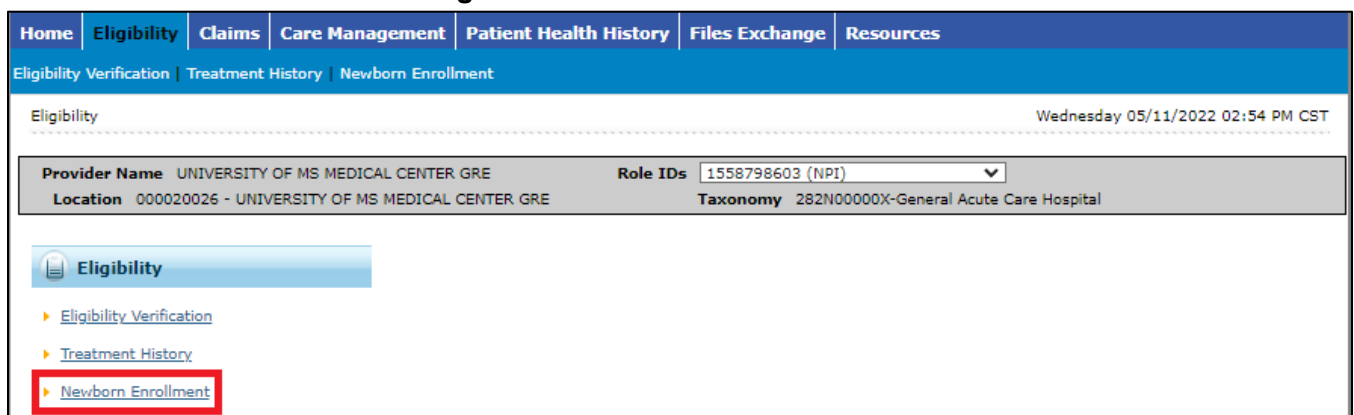
Figure 1: Select Eligibility Tab

2. At the **Eligibility** page, click the **Newborn Enrollment** link.

Figure 2: Start Newborn Enrollment

3. Select the **New Form** radio button to indicate this is a new enrollment.

4. Enter the mother's member ID in the **Member ID** field and tab to the next field. The system populates the member's information.

Figure 3: Mother's Information

5. Enter the newborn's information along with father's name.

Figure 4: Enter Newborn Information

6. Skip to the section below the red text that says, "CONTINUE ENTERING MOTHER/CHILD INFORMATION BELOW". Enter contact information for the hospital representative who can answer questions regarding this application.

Figure 5: Enter Hospital Contact Information

7. Enter all the data related to the infant, including the delivering physician's name and National Provider Identifier (NPI) or Tax Identification Number (TIN).
8. When you're finished, click **Submit**.

Figure 6: Enter Delivery Data

9. The system closes all fields, and you can review the application before submitting it. If you see an error, click **Cancel** and start again. If everything is correct, click **Confirm**.

*Note: Click only once. If you click **Confirm** multiple times while it's processing, the system will create multiple applications.*

Figure 7: Confirm Application

10. The system responds with a Contact Tracking Number (CTN) for future reference.

Figure 8: CTN Confirmation

11. To view details for a submitted application, return to the Home page of the portal and click the **Secure Correspondence** link.

Figure 9: Navigate to Secure Correspondence

12. In the **CTN** field, enter the CTN for the application and click **Search** (see Figure 10: View the CTN).
13. The status of the request appears in the search results row. Click the CTN link to open the message contents.

Figure 10: View the CTN

CTN	Status	Subject	Message Category	Date Opened ▼	Date Closed
100000041	Closed	Newborn Enrollment	Newborn	05/12/2022	05/17/2022

MessageSubject: Newborn Enrollment, MessageText:
Provider ID: 000020026
Member ID: 627206909
Message: Newborn Enrollment